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## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q30-Q35):

### NEW QUESTION # 30

Which of the following is the highest WCAG conformance level, promising the most accessible content?

- A. Double A (AA)
- B. Quadruple A (AAAA)
- C. Single A (A)
- D. Triple A (AAA)

**Answer: D**

Explanation:

The Web Content Accessibility Guidelines (WCAG) define three levels of conformance for web content accessibility:

Level A (Single A) is the minimum level of compliance.

Level AA (Double A) is the standard recommended for most websites, balancing accessibility and design.

Level AAA (Triple A) is the highest and most comprehensive level of accessibility, covering the widest range of needs.

There is no such level as "Quadruple A (AAAA)," making option D invalid.

Thus, WCAG Triple A (AAA) promises the most accessible content, even though it may not always be practically achievable for all types of content.

References:

W3C: WCAG 2.1 Conformance Requirements

ISO/IEC 40500:2012 (WCAG 2.0)

W3C: How to Meet WCAG

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### NEW QUESTION # 31

A company distributes its products over a web shop where users can put items in their shopping cart. After they click on "checkout", the checkout process starts and users cannot go back anymore to correct possible mistakes. The only way is to hit the "back" button of the browser, which might lead to an expired session and therefore losing all items in the shopping cart.

Which of the following heuristics would best describe this usability issue?

- A. Aesthetic and minimalist design
- B. Help and documentation
- C. Visibility of system status
- D. User control and freedom

**Answer: D**

Explanation:

The described issue violates the usability heuristic "User control and freedom," as defined by Jakob Nielsen.

This principle emphasizes that users should have the ability to undo and redo actions and navigate freely without being trapped in irreversible sequences. In the scenario, users are forced into the checkout process without a clear way to return or correct mistakes, except through the unreliable and disruptive back button.

This design flaw undermines user autonomy and can result in lost progress or frustration.

References:

Nielsen Norman Group: 10 Usability Heuristics for User Interface Design ISO 9241-110:2020 - Interaction Principles

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### NEW QUESTION # 32

A large customer complained that a business application developed by your company sometimes transfers the wrong amount of money to clients, although there are no complaints of the actual users. The expected amount differs from the actually transferred amount by a factor of 10 or 100. After analyzing the log files, you found out that the application itself works fine. The problem seems to be caused by confusing text fields and labels for the decimal place, leading to user errors.

Which usability risk should be reasonably addressed for the next release?

- A. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- B. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction
- C. Users resist using a software product which is essential for their daily work because it lacks usability
- **D. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface**

**Answer: D**

Explanation:

The scenario describes a situation where the interface misleads users into making serious financial mistakes due to poor design, such as confusing decimal separators. Even though the system functions correctly, it facilitates critical user errors. This constitutes a major usability risk with potential legal and financial consequences. Therefore, the correct risk to address is increased liability due to financial loss caused by a poorly designed or deceptive interface (option D). The other options focus on usability-related dissatisfaction, resistance, or lack of adoption, which are not the key concern in this scenario.

References:

ISO 9241-210:2019 - Risk Management in Usability Engineering

Nielsen Norman Group: Error Prevention in UI Design

IEEE 1028: Standard for Software Reviews and Risk-Based Usability

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### NEW QUESTION # 33

What is a usability test task?

- A. A test session in usability testing in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers
- B. A document specifying a sequence of actions for the execution of a usability test. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post-session interview questions
- C. A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)
- **D. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time**

**Answer: D**

Explanation:

A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product"). The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.

References:

\* ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports

\* Nielsen Norman Group: Writing Effective Usability Tasks

\* Usability.gov: Usability Test Task Design

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### NEW QUESTION # 34

Which of the following is a principal task of the usability test moderator role?

- A. Log usability problems
- B. Write a usability test plan
- **C. Define testing tasks**
- D. Create a survey plan

**Answer: C**

Explanation:

The usability test moderator plays a crucial role during the execution phase of a usability test. Their principal task is to facilitate the test sessions by guiding participants through predefined testing tasks, observing behaviors, and ensuring that the test environment is neutral and free from bias. Defining testing tasks, however, is primarily done during the test design phase by the usability test designer.

or analyst, but the moderator ensures these tasks are clearly communicated and administered to participants during the session. Logging usability problems (option B) is often done by observers or analysts reviewing session recordings or notes, not directly by the moderator during live testing. Creating a survey plan (option C) and writing the usability test plan (option D) are preparatory activities generally done before the test sessions and are not the moderator's main focus. Therefore, the principal role of the moderator centers on conducting the sessions and managing task delivery effectively to obtain authentic user interaction with the system under test.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Process for usability testing

## NEW QUESTION # 35

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